



Title	Pest Control Policy
Purpose	<p>Maryhill Housing recognises that properties can be infested by pests such as pigeons, rodents, bedbugs, cockroaches, and other insects for a variety of reasons.</p> <p>This policy seeks to ensure that there is a clear, consistent, and transparent approach to how we deal with pest control and management, as well as those aspects that are the responsibility of tenants.</p>
Scope	<p>This policy applies to all MH employees, including temporary and agency staff, responsible for the management and maintenance of properties owned by the Association. The policy will be applied to tenants of Maryhill Housing but may also indirectly affect factored owners and neighbours of Maryhill Housing properties.</p> <p>As the local authority, the Environmental Health department of Glasgow City Council provides a range of pest control services to residents in the city. These are as follows:</p> <ul style="list-style-type: none"> • investigating and treating issues with mice when the pests occur indoors at domestic properties. • investigating and treating issues with rats at domestic property either indoors or outdoors. • liaison with property managers to resolve issues that cause the rodent infestation. • collection of stray dogs throughout the city. • removal of live wasp's nests to residents in Glasgow between June and September. This service is chargeable.
Definitions	<p>For purposes of this policy, unless otherwise stated, the following definitions shall apply:</p> <p>Urban pest means a destructive insect or other animal which has human health or aesthetic implications. For example, bedbugs, rats, mice, cockroach, etc. Urban pests can spread diseases, damage tenants' homes and belongings, sting, or bite, or aggravate asthma, eczema, and other allergies.</p> <p>Pest control refers to the control or management of a species defined as urban pests.</p> <p>Public Health is defined by World Health Organisation (WHO) as "the art and science of preventing disease, prolonging life and promoting health through the organised efforts of society."</p>

	<p>Nuisance generally involves some form of damage to, or intolerable interference with a person's use or enjoyment of, property. The various matters which may constitute a statutory nuisance are set down in section 79 of the Environmental Protection Act 1990.</p>
<p>Policy Statement</p>	<p>1. Policy Aims</p> <p>The key aims of this policy are to:</p> <ul style="list-style-type: none"> • set out how MH deals with pests in and around the home. • clarify those pest control issues that are MH's responsibility. • provide advice to tenants on pest eradication. • respond promptly to any infestation in any of our common areas, and • confirm circumstances that may result in any tenant recharges. <p>2. Key Points</p> <p>2.1. The Property and Housing Management teams are both responsible for the implementation of the policy. The Property team will provide advice to tenants and deal with any eradication works agreed, and Housing Management will address tenancy management issues such as poor housekeeping and deliberately keeping pests, such as pigeons.</p> <p>2.2. MH tenants are responsible for the removal and treatment of most common household pests and insect infestations within their property, unless there is clear evidence that the pests have arisen because MH has failed or neglected to fulfil its responsibility as the landlord. Tenants are responsible for dealing with the following (this list is not exhaustive): ants, beetles, fleas, flies; moths, silverfish, and spiders.</p> <p>2.3. MH will offer initial advice to tenants regarding the above and advise on proprietary products available from hardware stores and supermarkets, however tenants will be responsible for all costs.</p> <p>2.4. MH can provide contact details of companies who can offer a service to treat pests but cannot vouch for the performance of any company in treating pest problems.</p> <p>2.5. MH will deal with infestations that affect communal areas. If any infestation in communal areas or properties is caused by the lifestyle of any tenant that tenant may be recharged.</p> <p>2.6. MH will intervene to ensure that the infestation problems are addressed quickly for the more serious issues (i.e., cockroaches which can spread disease and are a risk to public health, and bedbugs which, if not treated, can spread into the fabric of the whole building, and can become very difficult and expensive to eradicate). In certain cases, the tenant may be recharged for the cost of treating such infestations if the infestation is the result of poor housekeeping or other tenant actions.</p> <p>2.7. In cases of serious infestation of rats and mice where they are present in substantial numbers, the Association may be obliged under legislation to take steps to remove the rats and mice and repair any damage they have caused.</p>

	<p>2.8. Any behaviour by tenants found which may attract pests to their property, such as feeding or keeping pigeons or leaving open food sources which may attract rats is a tenancy breach and will result in action taken under the Association’s anti-social behaviour policy.</p> <p>2.9. The Association does not have a responsibility to prevent birds nesting in communal areas of a building, such as under the eaves, or external areas, such as roofs. The Association does not have a responsibility to prevent birds flying into private outdoor spaces, such as balconies, gardens or drives. However, if there is an infestation (such as nesting) of pigeons or other birds on a tenants’ balcony or roof terrace the Association will address this with action to prevent birds accessing the balcony or roof terrace, such as installing pigeon netting.</p> <p>2.10. The Association will not take action to prevent wild animals such as deer and foxes from accessing gardens.</p> <p>3. Relevant Legislation:</p> <ul style="list-style-type: none"> • Prevention of Damage by Pests Act 1949. • Environmental Protection Act 1990; and • Public Health etc. (Scotland) Act 2008 <p>4. Linked Policies and Procedures:</p> <ul style="list-style-type: none"> • Repairs and Maintenance Policy • Estate Management Policy
Approval	Senior Management Team May 2023
Policy Owner	Christopher Duff Head of Property
Review	<p>This policy will be reviewed every three years, or more frequently where there has been a change in legislation, regulations of operational requirements.</p> <p>Next review: August 2025, Senior Management Team</p>